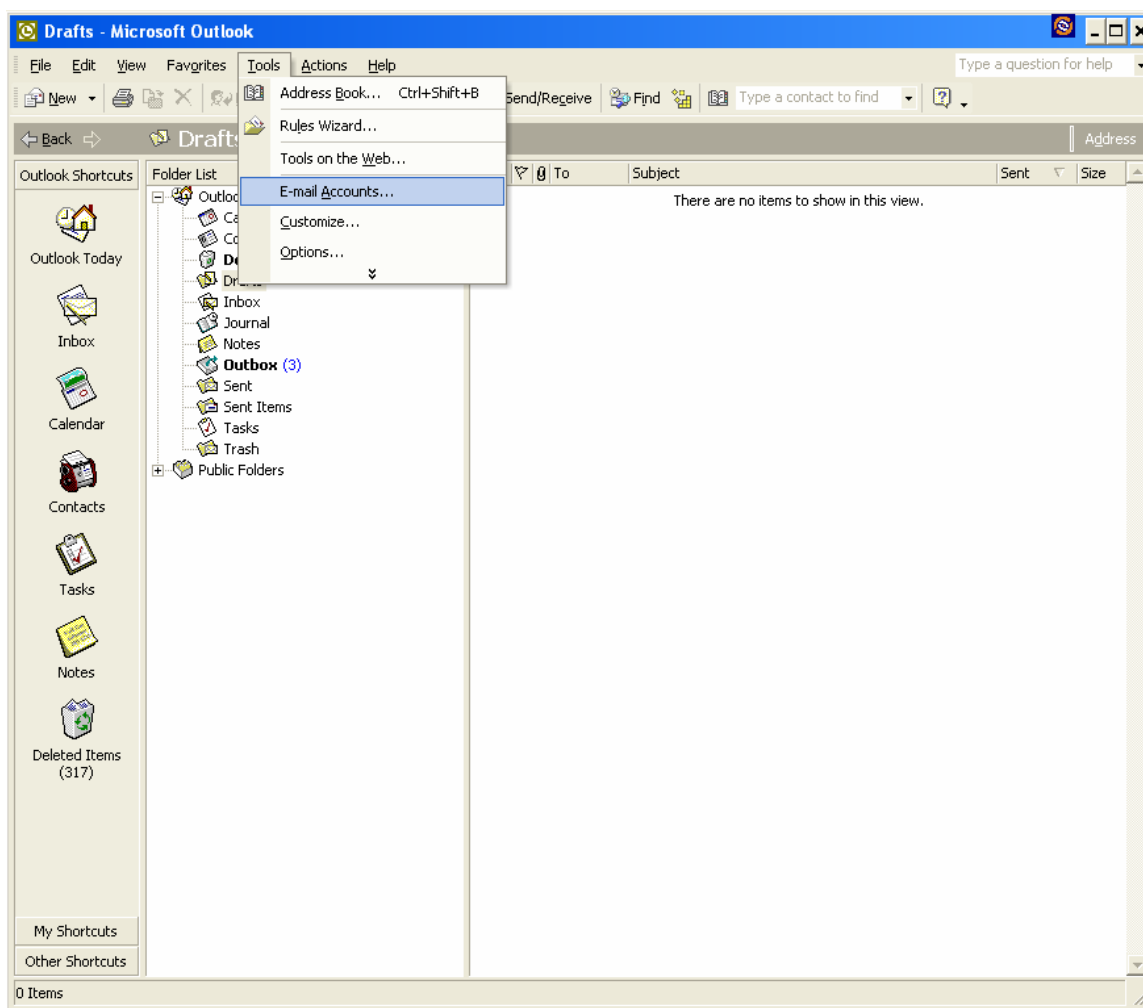




How To Set Up SSL in Windows Outlook

The screen shots and instructions were completed using Outlook 2002 version 10.6515.6735 SP3. Outlook *Express* is a different mail client, and the configuration is not the same.

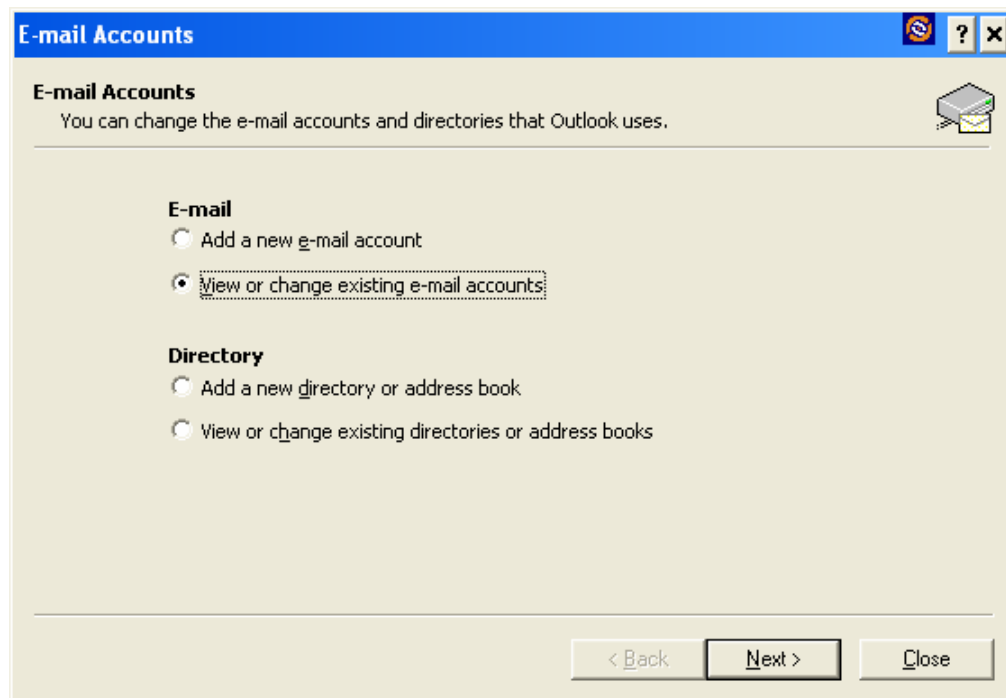
Open Outlook.



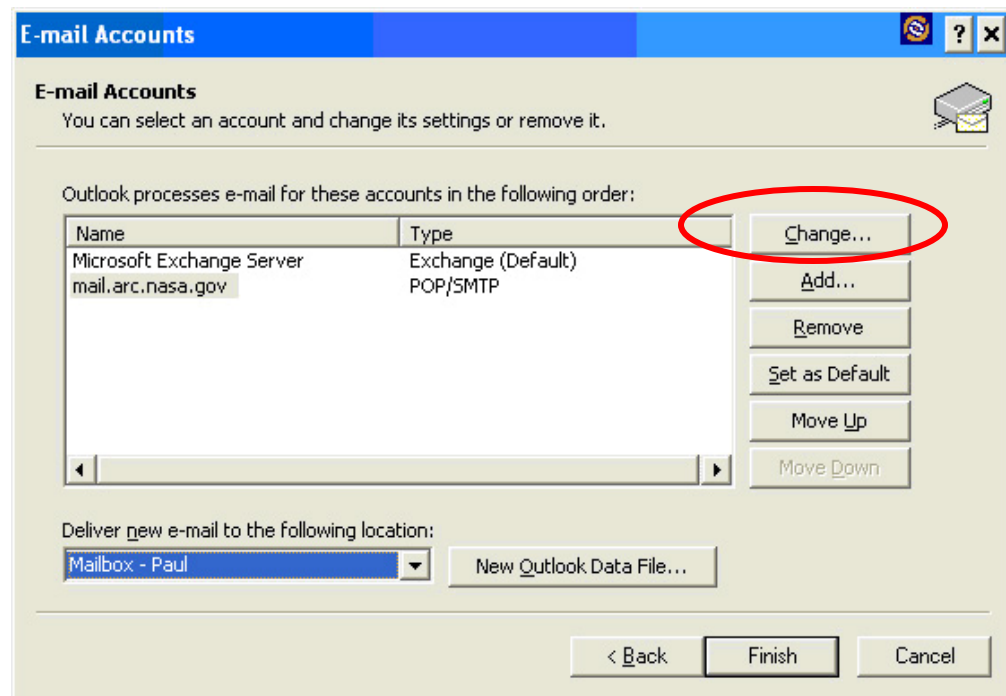
1. Go to the "Tools" menu and select the "E-mail Accounts..." menu item.

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The E-mail Accounts window will open.



2. Select “View or change existing e-mail accounts” radio button in the E-mail section and click the “Next” button.



3. Highlight the desired account, in this instance it is named mail.arc.nasa.gov, and click the “Change...” button.

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E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information

Your Name:

E-mail Address:

Server Information

Incoming mail server (POP3):

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☐ Remember password

☐ Log on using Secure Password Authentication (SPA)

Test Settings

After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

< Back Next > Cancel

4. Click the “More Settings...” button. The Internet E-Mail Settings window will appear.
5. Select the “Advanced” tab in the window.

Internet E-mail Settings

General Outgoing Server Connection **Advanced**

Server Port Numbers

Incoming server (POP3):

☐ This server requires an SSL-secured connection (SSL)

Outgoing server (SMTP):

☐ This server requires an SSL-secured connection (SSL)

Server Timeouts

Short Long 1 minute

Delivery

☐ Leave a copy of messages on the server

☐ Remove from server after days

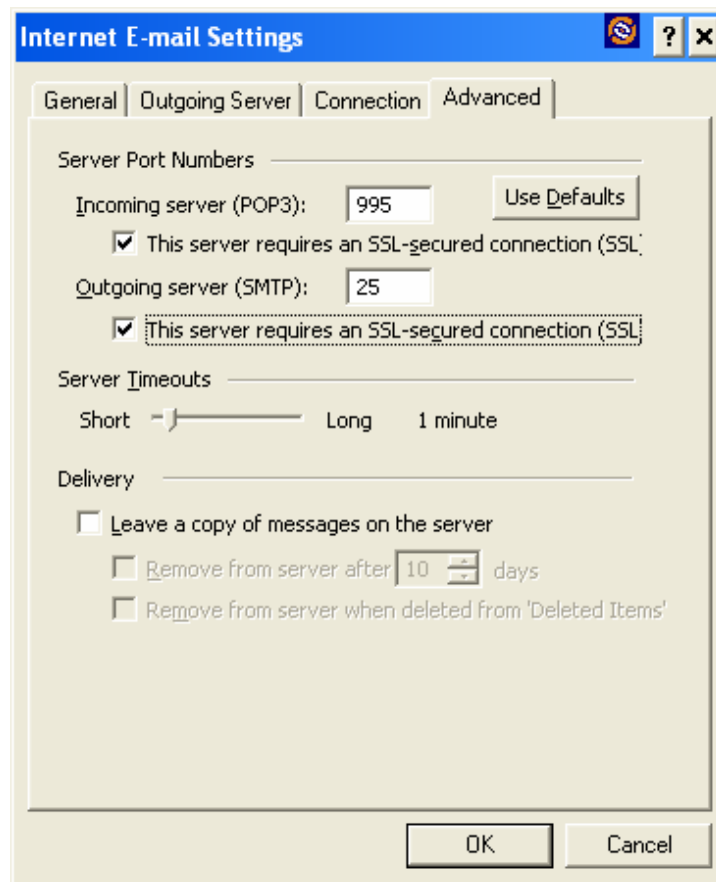
☐ Remove from server when deleted from 'Deleted Items'

6. Check the boxes next to “This server requires an SSL-secured connection (SSL)” for both Incoming and Outgoing server areas.

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This server requires an SSL-secured connection (SSL)

The window should appear as in the picture below.



7. Click the “OK” button.

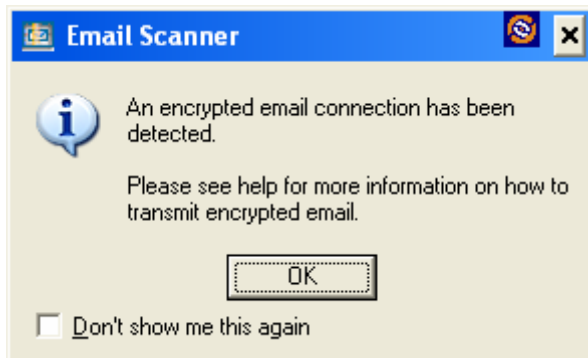
8. Click the “Cancel” button on the E-mail Accounts window.

This will bring you back to Outlook. You have finished configuring the Windows Outlook client.

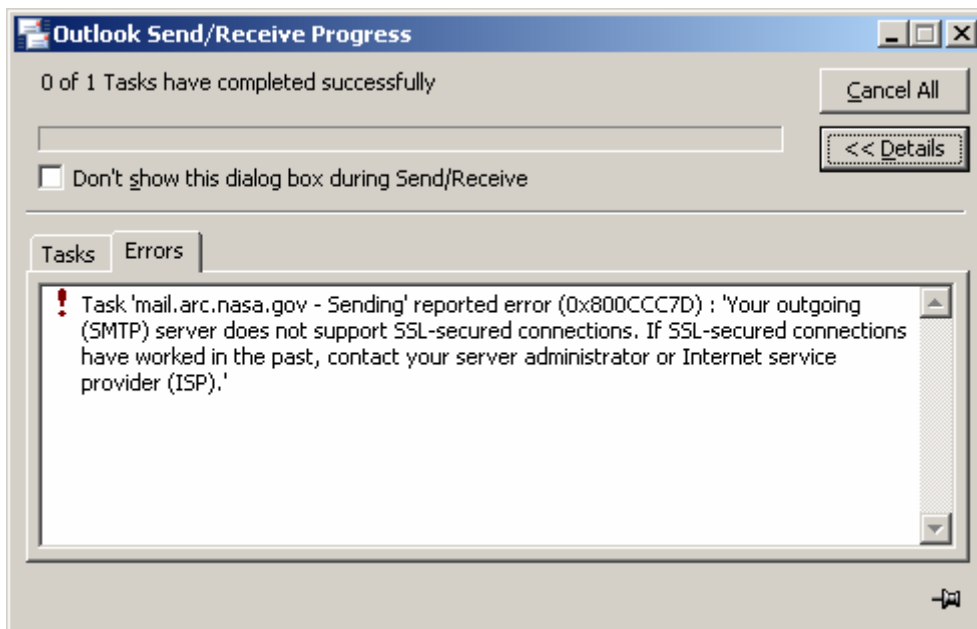
How to Set Up SSL in Windows Outlook

What to Do If You Receive an Error Message

If you receive the following message when checking for new mail, you will need to modify the settings for Symantec AntiVirus



After clicking the “OK” button, Outlook may provide the following error message:



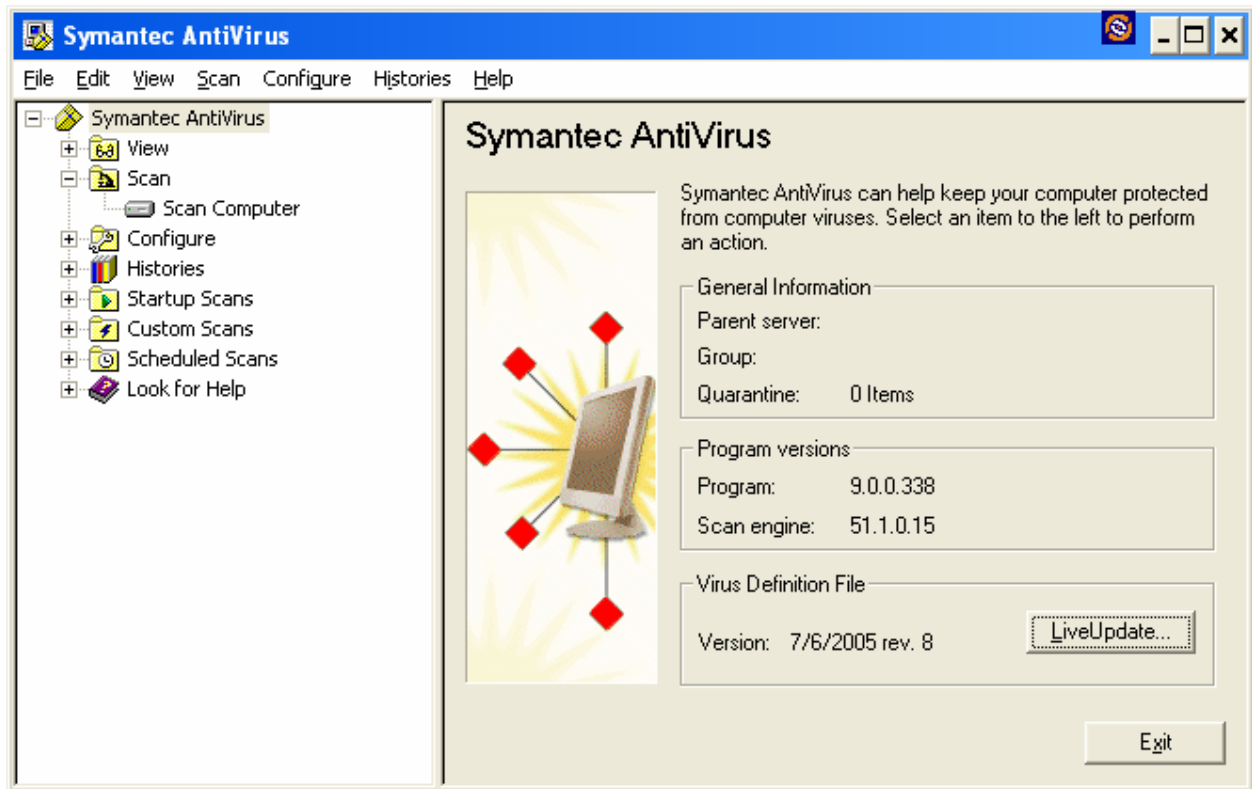
The error is not from the server, but from Symantec AntiVirus. The following steps will describe how to disable the setting within Symantec AntiVirus to get Outlook to function properly.

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Note:

At this time, this issue seems to only affect users with Symantec AntiVirus version 9.x.

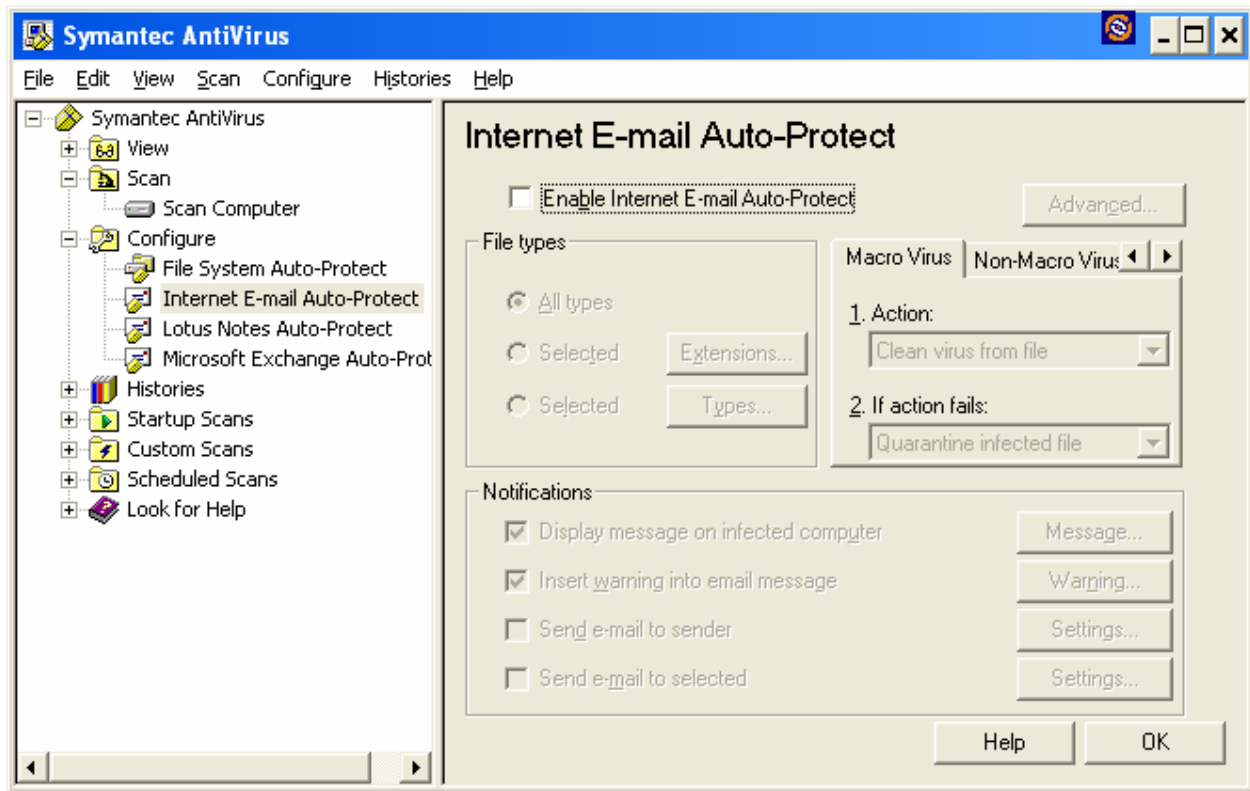
1. Launch Symantec AntiVirus and the following window will appear.



2. Click the plus sign next to the "Configure" folder in the left-hand pane.

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3. Select Internet E-Mail Auto-Protect under the “Configure” folder.



4. Uncheck the Enable Internet E-Mail Auto-Protect check box. This will turn the other settings in the window to gray.
5. Click the “OK” button.
6. Quit out of Outlook if you have not already done so.
7. Launch Outlook and check for new mail. You should be able to send and receive mail now.

If this fix did not allow you to send and receive mail, please contact the Help Desk at 4-2000 and submit a trouble ticket.